

METHOD, SYSTEM AND PROGRAM FOR CUSTOMER SERVICE
AND SUPPORT MANAGEMENT

ABSTRACT

- 5 In accordance with the present invention, a method, system, and program for
managing the customer and product information of a client by maintaining a common
database is disclosed. The present invention connects the client, call center, repair
facility and warehouse to efficiently coordinate the customer and product
management process. By allowing access to a common database, a user can view and
10 update changes in the customer and product management process in real time
increasing the communication and efficiency of delivering service to a customer.